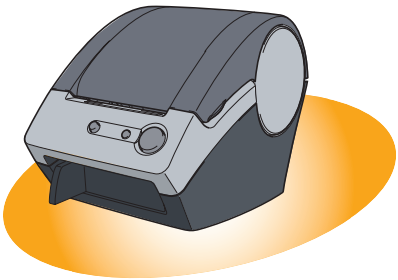
brother®

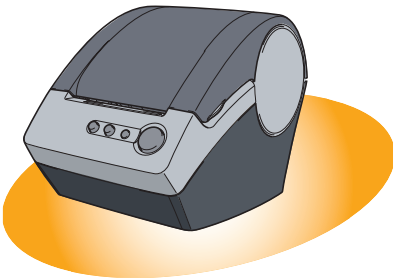
QL-500 / QL-560

Label Printer

USER'S GUIDE

DK LABEL DK TAPE





Be sure to read and understand this guide before using the machine. We recommend that you keep this guide nearby for future reference.

www.brother.com

Thank you for purchasing the QL-500/560.
This guide briefly describes the steps to start using your QL-500/560.
Refer to the Software User's Guide for more detailed information. The Software User's Guide can be found in the Manuals folder of the CD-ROM included with the QL-500/560.

We strongly recommend that you read this manual carefully before using your QL-500/560, and then keep it nearby for future reference.

We provide service & support for users who register their products on our website. We recommend that you take this opportunity to register with us by visiting us at:

Online User Registration
http://register.eu.brother.com/

Online Support Page
http://solutions.brother.com/

NOTE: It is also possible to access the above sites from the online user registration window of the CD-ROM installer disk which is included with the printer. We look forward to your registration.

Declaration of Conformity
(Europe only)

We, BROTHER INDUSTRIES, LTD.
15-1, Naeshiro-cho, Mizuho-ku,
Nagoya, 467-8561, Japan
declare that this product is in compliance with the essential requirements and other relevant provisions of Directives 2006/95/EC, 2004/108/EC and 2005/32/EC.
The Declaration of Conformity (DoC) is on our website. Please go to http://solutions.brother.com -> choose region (eg. Europe) -> choose country -> choose your model -> choose "Manuals"-> choose Declaration of Conformity (*Select Language when required).

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General Infomation

■Compilation and Publication Notice

Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product's descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

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■Symbols Used in this Manual

The symbols used throughout this guide are as follows:

This symbol indicates information or directions that should be followed. If ignored, the result may be injury, damage, or failed operations.

This symbol indicates information or directions that can help you better understand and use the printer more efficiently.

Safety precautions

Read all of these instructions and save them for later reference. Follow all warnings and instructions marked on the product.

WARNING	Tells you what to do to avoid the risk of injury.
CAUTION	Tells you about procedures you must follow to prevent damage to the printer.

The symbols used in this manual are as follows:

	Action NOT allowed.		DO NOT disassemble the product.
	DO NOT splash the product with or immerse the product in water.		DO NOT touch a given portion of the product.
	Mandatory action		Unplugging
	Alerts to the possibility of electrical shock		

■To use the machine safely

⚠WARNING

Follow these guidelines to avoid fire, electric shock, or other damage.

■The Printer

- Unplug the power cord immediately and stop using the printer during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not touch any metal parts near the print head. The print head becomes very hot during use and remains very hot immediately after use. Do not touch it directly with your hands.
- Dispose of plastic bags correctly and keep away from babies and children. Do not wear or play with plastic bags.
- Unplug the power cord immediately and stop using the printer if you notice any abnormal odour, heat, discolouration, deformation or anything unusual whilst the printer is in use or storage.
- Do not disassemble the printer. For inspection, adjustment and repair of the printer contact the retail outlet where the printer was purchased or your local authorized service centre.
- Do not drop, hit or otherwise bang the printer.
- Do not hold and lift the printer by the DK Roll cover. The cover could come off and the printer could fall and become damaged.
- Do not allow the printer to get wet in any way.
- Do not use the printer with foreign objects in it. If water or any foreign objects should enter the printer, unplug the power cord from the power socket and remove the foreign object. If necessary, contact the retail outlet where the printer was purchased or your local authorized service centre.

⚠WARNING

Follow these guidelines to avoid fire, electric shock, or other damage.

■Power Cord

- Use only the authorized power source (220 - 240 V AC) for the printer.
- Use only the power cord included with the printer.
- Do not handle the power cord or plug if your hands are wet.
- Do not overload the power socket with too many appliances or insert the power cord into a damaged socket.
- Do not cut, damage, alter or place heavy objects on the power cord.
- Do not use the power cord if it is damaged.
- Ensure the power plug is correctly inserted into the power socket.
- If the printer will not be used for an extended period, remove the power supply cord from the electrical socket.

⚠CAUTION

Follow these guidelines to avoid fire, electric shock, or other damage.

■The Printer

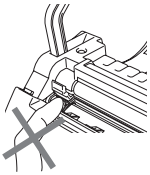
- The standard electrical socket should be close to the printer and be easily accessible.

■Power Cord

- Always hold the power plug when removing the power cord from or inserting it into the socket. Pulling on the power cord cable could cause problems with the power cord.

■Cutter

- Do not touch the blade of the cutter unit.
- Do not open the top cover when the cutter is operating.
- Do not apply excessive pressure to the cutter unit.



■Installation/Storage

- Place the printer on a flat, stable surface such as a desk.
- Do not place any heavy objects on top of the printer.

■DK Roll (DK Label, DK Tape)

- Be careful not to drop the DK Roll.
- DK Rolls use thermal paper and thermal film. Both the label and print will fade with sunlight and heat. Do not use DK Rolls for outdoor use that require durability.
- Depending on the location, material, and environmental conditions, the label may unpeel or become irremovable, the colour of the label may change or be transferred to other objects.
  Before applying the label, check the environmental condition and the material. Test the label by affixing a small piece of it to an inconspicuous area of the intended surface.

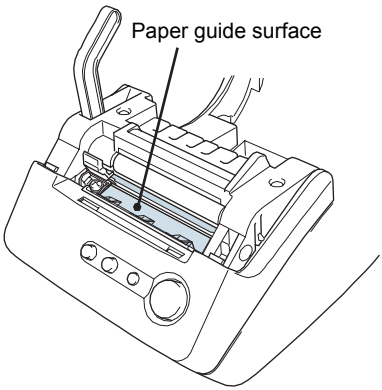
General Precautions

■The Printer

- Never disassemble the printer or allow it to get wet to avoid possible fire or electrical shock. Do not remove the power cord from or insert it into the electrical socket with wet hands. Doing so could cause an electrical shock or fire.
- Do not touch the cutter. Personal injury could result. Take special care when changing the cutter unit.
- The printer is a precision machine. Do not drop, hit or otherwise bang the printer.
- Do not lift the printer by the DK Roll compartment cover. The cover could come off and the printer could fall and become damaged.
- The printer may malfunction if left near a television, radio, etc. Do not use the printer near any machine that can cause electromagnetic interference.
- Do not expose the printer to direct sunlight or near heaters or other hot appliances, in any location exposed to extremely high or low temperatures, high humidity or dusty locations. Doing so could cause the machine to malfunction.
- Do not use paint thinner, benzene, alcohol or any other organic solvents to clean the printer. Doing so may cause damage to the surface finish. Use a soft, dry cloth to clean the printer.
- Do not place any heavy objects or objects containing water on top of the printer. If water or any foreign object enters the printer, contact the retail outlet where the printer was purchased or your local authorized service centre. If you continue to use the printer with water or a foreign object in the printer, the printer may be damaged or personal injury could result.
- Do not insert any objects into or block the label output slot, or USB port.
- Do not place any metal parts near the print head. The print head becomes very hot during use and remains very hot immediately after use. Do not touch it directly with your hands.
- Use only the interface cable (USB cable) included with the printer.
- Do not attempt to print labels while the DK Roll cover is open.
- If a paper jam should occur due to a build up of adhesive on the paper guide surface, unplug the power cord from the electrical socket and wipe away the adhesive buildup on the paper guide surface with a cloth dipped in ethanol or isopropyl (rubbing) alcohol. It is recommended that you clean the paper guide when replacing the cutter unit. Refer to "Replacing the cutter unit" on page 13.

■Cutter unit

- The cutter unit contains a very sharp blade. To prevent injury from a broken cutter blade:
  - Make sure the top cover is closed when using the cutter unit.
  - Don't apply too much pressure when fitting or removing the cutter unit.
  - When the cutter unit becomes blunt you should replace it with a new one.
  - If you break the cutter unit, unplug your printer from the power socket and remove the cutter unit carefully with a pair of tweezers.



- If the machine jams due to a build up of adhesive, you should clean the surface of the paper guide. Unplug the printer from the power and wipe away the adhesive build up from the surface of the paper guide using a cloth or tissue dipped in isopropyl alcohol. We recommend that you clean the paper guide when replacing the cutter unit. Refer to "Replacing the cutter unit" on page 13.
- The cutter unit should give you an average number of 5000 cuts or more, depending on how you use the machine. If your printer does not cut the labels properly or starts to jam often, the cutter might have reached the end of its life; you should replace the cutter.

■Power Cord

- Use only the AC power cord included with the printer.
- If the printer will not be used for an extended period, remove the power supply cord from the electrical socket.
- Always hold the plug when removing the power cord from or inserting it into the socket. Do not pull on the cord. The wire in the cord may become damaged.
- You should position the printer near an easily accessible, standard electrical socket.

■DK Roll (DK Label and DK Tape)

- Use only genuine Brother accessories and supplies (with DK LABEL, DK TAPE marks). Do not use any unauthorized accessories or supplies.
- If the label is attached to a wet, dirty, or oily surface, it may peel off easily. Before applying the label, clean the surface to which the label will be applied.
- DK Roll uses thermal paper and thermal film so that ultraviolet rays, wind, and rain may cause the colour of the label to fade and the ends of the label to peel off.
- Do not expose the DK Rolls to direct sunlight, high temperatures, high humidity, or dust. Store in a cool, dark place. Use the DK Rolls soon after opening the package.
- Scratching the printed surface of the label with your finger nails or metal objects, or touching the printed surface with hands dampened by water, sweat, or medicated cream, etc., can cause the colour to change or fade.
- Do not apply labels to any persons, animals, or plants.
- As the end of the DK Roll is designed to not adhere to the label spool, the last label may not be cut properly. If this happens, remove the remaining labels, insert a new DK Roll, and reprint the last label.
  Note: To account for this, the number of DK Labels included on each DK Roll may be more than indicated on the package.
- When peeling a DK Label, some portion of the label may remain. Remove the remaining portion before attaching a new label.
- Some DK Rolls use permanent adhesive for their labels. These labels cannot be easily peeled off once attached.
- Prior to using CD/DVD labels, be sure to follow the instructions in your CD/DVD player's instruction manual regarding applying CD/DVD labels.
- Do not use CD/DVD labels in a slot loading CD/DVD player, for example a CD player in a car where the CD is slid into a slot in the CD player.
- Do not peel off the CD/DVD label once it is applied to the CD/DVD, a thin surface layer may come off, resulting in damage to the disk.
- Do not apply CD/DVD labels to CD/DVD disks designed for use with ink jet printers. Labels peel off these disks easily and using disks with peeled labels can result in loss or damage of data.
- When applying CD/DVD labels, use the applicator included with the CD/DVD label rolls. failure to do so could cause damage to the CD/DVD player.
- User's shall take full responsibility for applying CD/DVD labels. Brother accepts no responsibility for any loss or damage of data caused by the inappropriate use of CD/DVD labels.

■CD-ROM and Software

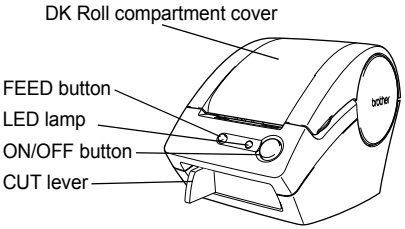
- Do not scratch or subject the CD-ROM to high or low temperatures.
- Do not put heavy objects on the CD-ROM or apply force to the CD-ROM.
- The software contained on the CD-ROM is meant for use with the printer only. See the License on the CD for further details. This software may be installed on multiple personal computers for use in an office, etc.

1 Parts Description

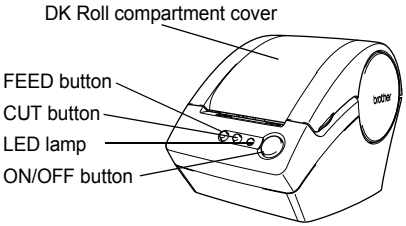
Main Printing Unit

■Front

QL-500

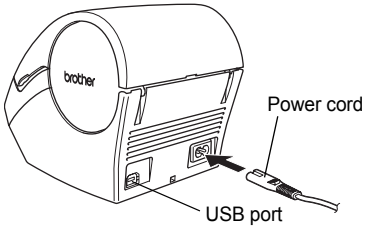


QL-560



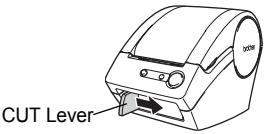
■Rear

QL-500 / QL-560



Do not connect the QL-500/560 to your personal computer until directed to do so when installing the printer driver.

Use CUT lever when cutting a printed label.



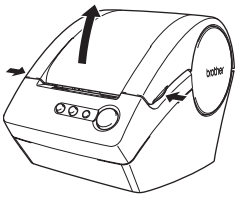
LED Lamp

The LED lamp on the QL-500/560 indicates the current operating condition.

Lamp	Condition
Not lit ○	Power is OFF.
Lit ☼	Power is ON. (Normally lit while power is on, the LED flashes during cleaning or if an error has occurred.)
Flashing fast ○☼○☼○☼	Indicates one of the following errors. • Cutter error • Label sensor error (DK Roll not installed correctly, end of DK Roll, or label jam) • DK Roll compartment cover is open during operation • Incorrect DK Roll installed • No DK Roll installed
Flashing slow ☼—☼○—○	Cooling (Waiting for temperature of print head to lower)
Turns off after flashing fast ten times ○☼ ×10	System error Turn the QL-500/560 off and then on again. If this error re-occurs, contact the retail outlet where the QL-500/560 was purchased or your local authorized service centre.

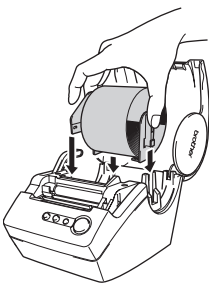
2 Installing the DK Roll

1 Press the ON/OFF button to turn the QL-500/560 off. Hold the DK Roll compartment cover at the sides near the front of the QL-500/560 and firmly lift up to open the cover.



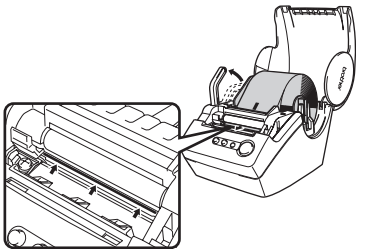
2 Place the spool into the spool guides in the DK Roll compartment.

- Make sure that the spool arms are inserted firmly in the spool guides on the left and right.
- Insert the spool with the DK Roll located on the right hand side of the QL-500/560.

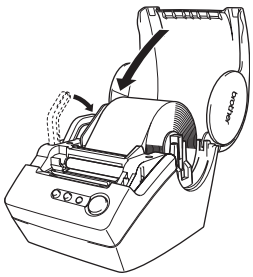


3 Lift the label lever and then thread the end of the DK Roll into the slot immediately before the cutter.

When unable to thread the end of the DK Roll into the slot, thread it as far as possible, then lower the label lever and close the cover. Press the ON/OFF button to turn the QL-500/560 on, and then press the FEED button to set the roll.



4 Lower the label lever and then close the DK Roll compartment cover.

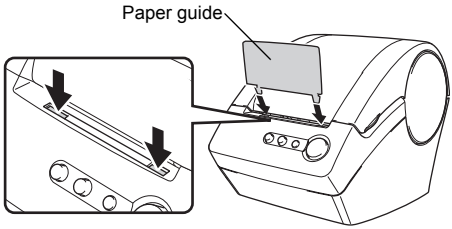


3 Installing the paper guide

Your QL-500/560 comes with a paper guide that collects strips of printed labels that have not been cut off from the machine.

Attach the paper guide to the front of the QL-500/560 as shown in the figure.

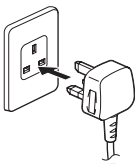
Remove the paper guide when printing more than 10 labels continuously and cutting each label automatically (QL-560 only).



4 Connecting to the power supply

Connect the AC power cord to the QL-500/560 and then plug the power supply cord into a standard electrical socket.

- Check that the electrical socket is 220 ~ 240 V before inserting the plug.
- Remove the power supply cord from the electrical socket after you have finished using the QL-500/560.
- Do not pull the cord when removing it from the electrical socket. The wire in the cord may become damaged.



Maintenance

Maintenance of the printer needs only to be done when required. However, some environments will require that maintenance should be done more frequently (e.g. in dusty conditions).

Print head maintenance

The DK Roll (thermal recording paper type) used with the printer is designed to clean the print head automatically. When the DK Roll passes the print head during printing and label feeding, the print head is cleaned.

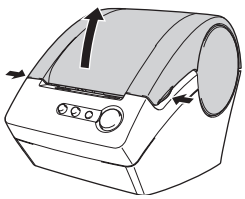
Roller maintenance

Clean the roller using the cleaning sheet (available separately).
The printer contains only one cleaning sheet.

When doing maintenance on the roller, be sure to use the cleaning sheet supplied exclusively for this printer.
If using other cleaning sheets, the surface of the roller may be damaged and may cause a malfunction.

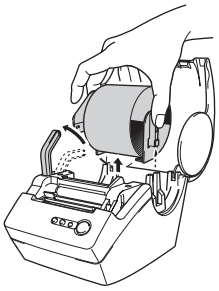
1 Turn OFF the printers power.

2 Lift both sides of the lower part of the DK Roll cover on the front side of the printer to open the cover.



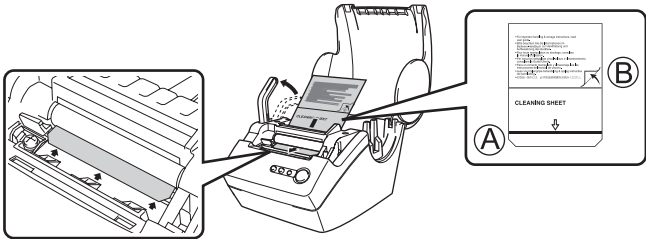
3 Pull up the roll release lever and remove the DK Roll.

Be sure to remove the DK Roll before cleaning the roller. The roller cleaning function will not operate correctly if the DK Roll is not removed.



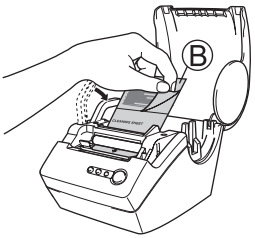
4 Insert edge (A) of the cleaning sheet into the printing unit and guide it out to just in front of the cutter.

- Do not remove part (A) of the cleaning sheet.
- The printed side of the cleaning sheet should be facing upwards.



5 After inserting the cleaning sheet into the printing unit, push down the roll release lever and remove the B part of cleaning sheet.

To purchase a cleaning sheet, contact the retail outlet where the printer was purchased or your local authorized service centre.

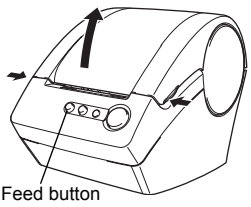


6 Close the DK Roll cover and turn ON the printer's power.

7 Press the Feed button for more than one second.

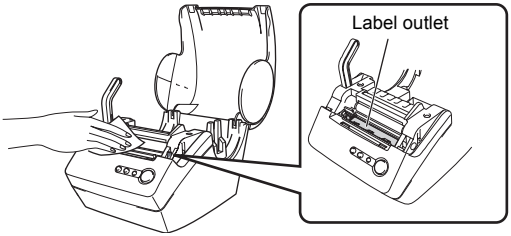
The roller rotates for 100 mm.
The adhesive face of the cleaning sheet removes any stains or dust on the roller.

- If you do not press the Feed button for more than one second, the roller rotates for only 8 mm.
- Dispose the cleaning sheet after use.



Label outlet maintenance

When glue is attached to the label outlet (metallic plate part and resin guide part) and the printer damages the label, pull out the power plug from the socket and clean the label outlet with a cloth dipped into ethanol or isopropyl alcohol.
It is recommended to clean the label outlet when replacing the cutter unit.



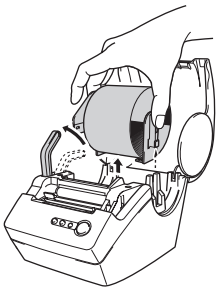
Replacing the cutter unit

Eventually the cutting blade on the cutter unit will become dull (blunt) and need to be replaced. At the appropriate time, purchase a new replacement cutter unit and install it according to the following procedure.

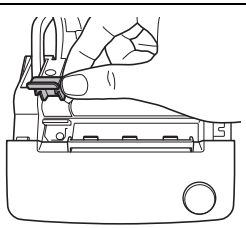
1 Check that the cutter unit is located in the home position.

2 Turn OFF the power to the printer and pull out the power cord from the wall socket.

3 Open the DK Roll cover and pull the roll release lever to the up position. Remove the DK Roll.

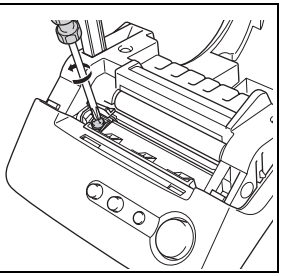


4 Lift up the cutter cover.



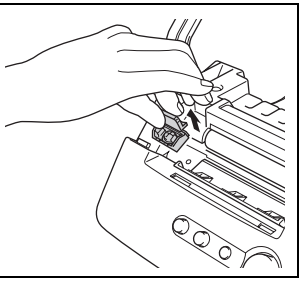
5 Using a cross-head screwdriver, loosen the screw which holds the cutter blade unit in-place.

The screw securing the cutter unit should not be completely removed. Simply loosen it to remove the cutter unit from the printer.



6 Grip the tab and lift out the cutter unit.

(!) Take care not to touch the blade of the cutter.

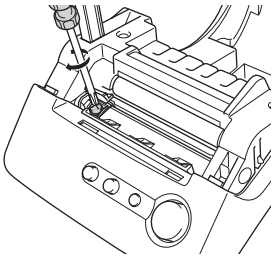


▼

7 Set the new cutter unit in the correct position.

▼

8 Once set in the correct position, tighten the screw which holds the cutting blade unit in place.



▼

9 Set the DK Roll and close the DK Roll cover.

For details, refer to ➔"Installing the DK Roll" on page 9.

⚠CAUTION

- Do not touch the blade of the cutter unit.
- Do not open the top cover when the cutter is operating.
- Do not apply excessive pressure to the cutter unit.

Troubleshooting

If problems occur while using this printer, the following may help you to solve the problems.

Potential types of problems

Problem	Solution
• The QL-500/560 does not print, or a printing error is received.	• Is the USB cable loose? Check that the USB cable is connected correctly. • Is the DK Roll installed correctly? If not, remove the DK Rolls and reinstall. • Is there enough roll remaining? Check that there is enough roll remaining. • Is the DK Roll compartment cover open? Check that the DK Roll compartment cover is closed.
• The power button does not light up or flash.	• Is the power supply cord connected correctly? Check that the power supply cord is connected and plugged in. If connected correctly, try connecting it to another electrical socket. * If the power button still does not light up or flash, contact the retail outlet where the printer was purchased or your local authorized service centre.
• The printed label contains streaks or poor quality characters, or the label is not fed correctly.	• Is the print head or roller dirty? While the print head generally remains clean under normal use, lint or dirt from the roller may become stuck on the printer head. If this occurs, clean the roller. Refer to "Roller maintenance" on page 11.
• A data transmission error appears on the PC.	• Is the correct port selected? Check that the correct port is selected from the “Print to the following port” list in the Printer Properties dialog box. • Is the QL-500/560 in cooling mode (the LED lamp is flashing slowly)? Wait until the LED lamp stops flashing and then try printing again.
• Labels are jammed in the cutter or are not ejected correctly after printing.	• Does the edge of the cutter unit seem to have lost its sharpness? • Do cutter errors occur frequently? Replace the cutter. For details, refer to "Replacing the cutter unit" on page 13. • Is there dirt or lint on the roller preventing it from rolling freely? Use a Cleaning Sheet to clean the roller. For details, refer to "Roller maintenance" on page 11.
• The layout style is not updated when the Add-in is still activated and a new label roll is installed.	• Was a new label roll installed before activating the P-touch Add-In (The P-touch function is added to your standard Microsoft toolbar)? Exit the P-touch Add-In, load the second label roll type, reactivate the P-touch Add-in, choose "Select Layout", and then verify the layout.
• The P-touch Add-in icon is not displayed in Microsoft® Word.	• Is Microsoft® Word started up from Microsoft® Outlook®? • Is Microsoft® Word chosen for the editor usually used for Microsoft® Outlook®? Due to program limitations, the Microsoft® Word Add-In does not work with the above settings. Quit Microsoft® Outlook®, and restart Microsoft® Word.

Product Specifications

Items		Specifications
Display		LED lamp (green)
Print	Printing method	Direct thermal printing via thermal head
	Speed of printing	Max. 90 mm/sec Max. 50 labels/min. (QL-500), 56 labels/min. (QL-560) (Standard Address Labels)
	Print head	300 dpi/720 dot
	Max. printing width	59 mm
	Min. printing length	25.4 mm
Cutter		Manual cutter (QL-500) Automatic cutter (QL-560)
Button		ON/OFF button (⏻), FEED button, CUT button (QL-560 only)
Interface		USB
Power supply		220-240V AC 50/60Hz 0.9 A
Size		146 mm (W) × 196 mm (D) × 152 mm (H)
Weight		Approx. 1.3 kg (Without DK Rolls)
Operating temperature		10°C to 35°C
Operating humidity		20% to 80% (without condensation)

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